

FEDERAL BUREAU OF INVESTIGATION  
FOI/PA  
DELETED PAGE INFORMATION SHEET  
FOI/PA# 1351988-0

Total Deleted Page(s) = 3  
Page 9 ~ b3; b6; b7C;  
Page 10 ~ b3; b6; b7C;  
Page 40 ~ b6; b7C; b7E;

XXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
X Deleted Page(s) X  
X No Duplication Fee X  
X For this Page X  
XXXXXXXXXXXXXXXXXXXXXXXXXXXXX

UNCLASSIFIED

**FEDERAL BUREAU OF INVESTIGATION**

**Precedence:** ROUTINE

**Date:** 06/12/2012

**To:** Cyber

**Attn:** CCU-2 SSA [REDACTED]

San Francisco

**From:** San Francisco

Squad CY2/San Jose Resident Agency

**Contact:** SA [REDACTED]

**Approved By:** [REDACTED] *6/13/12*

**Drafted By:** [REDACTED] *jsm*

**Case ID #:** [REDACTED]

**Title:** UNSUB(S),  
UGNAZI;  
GOOGLE INC. - VICTIM,  
CLOUDFLARE - VICTIM,  
[REDACTED] - VICTIM;  
COMPUTER INTRUSION

**Synopsis:** To open case and subfiles.

**Details:** On June 8, 2012 Supervisory Special Agent (SSA) [REDACTED] and Special Agent (SA) [REDACTED] interviewed [REDACTED] Investigator, Trust and Safety, telephone number [REDACTED] email address [REDACTED] and [REDACTED] Corporate Counsel, at their place of employment, Google Inc., 1965 Charleston Road, Mountain View, California. After being advised of the identity of the interviewing Agents [REDACTED] provided the following information:

[REDACTED] advised that the information being provided by Google was in response to the subjects who compromised Google Accounts belonging to the company CloudFlare and their [REDACTED]. [REDACTED] stated that CloudFlare had also discussed this matter publicly on its blog. It appeared that on June 1, 2012, the subjects compromised the personal Google Account operated by [REDACTED] which was listed as the secondary email on [REDACTED]'s Google Apps account [REDACTED]. The subjects used their access to the [REDACTED]

UNCLASSIFIED

*O&A  
6/13/12  
DS*

*O&A to SA  
NIP-14  
CRZNT-C  
6/13/2012*

UNCLASSIFIED

To: Cyber From: San Francisco  
Re: [REDACTED] 12/06/2011

b7E

[REDACTED] account to obtain access to the  
[REDACTED] account, which was an administrator for  
cloudflare.com's Google Apps account.

b6  
b7C

[REDACTED] stated that the subjects compromised the  
[REDACTED] account by initiating Google's account recovery  
procedures for the account. One of the account recovery options  
was to receive a voice call to a recovery telephone number that  
the user had previously associated with the account. The voice  
call provides the user with a unique code that can be used to  
regain access to the account.

b6  
b7C

According to CloudFlare's blog post, the subjects  
instructed Google's system to send a voice call to the cell phone  
listed as the recovery number on the [REDACTED] account,  
[REDACTED] According to [REDACTED] on his blog, the voicemail  
associated with the [REDACTED] telephone number was  
compromised. [REDACTED] also mentioned that he received an incoming  
call on his cell phone from telephone number [REDACTED] The  
Google records showed that telephone number [REDACTED] was  
associated with the subjects. [REDACTED] advised that the subjects  
placed a call from [REDACTED] to [REDACTED]'s cell phone shortly  
before the incoming voice call from Google's account recovery  
system thereby forcing the call from Google to the compromised  
voicemail box.

b6  
b7C

[REDACTED] advised that once the subjects obtained access to  
the [REDACTED] account, the subjects attempted to lock  
[REDACTED] out of the account by changing the password, secondary  
email address, and SMS recovery telephone number on the account.  
The subjects and [REDACTED] fought for control of the account until  
Google staff disabled the account and provided access to the  
account back to [REDACTED]

b6  
b7C

[REDACTED] stated that while the subjects had access to the  
[REDACTED] account, they used that access to compromise  
the [REDACTED] account by requesting that a password  
reset link for [REDACTED] be sent to the secondary  
email [REDACTED] Unlike the [REDACTED] account,  
the [REDACTED] account was configured to use Google's  
2-step verification feature. However, a now-fixed flaw in the  
account recovery flow for Google Apps accounts allowed the  
subjects to bypass 2-step verification and compromise the  
[REDACTED] account.

b6  
b7C

UNCLASSIFIED

UNCLASSIFIED

To: Cyber From: San Francisco  
Re: [REDACTED] 12/06/2011

b7E

Once the subjects had access to [REDACTED]'s Google Apps account, they used that access to compromise other CloudFlare Google Apps accounts, including [REDACTED]. According to CloudFlare, the subjects used their access to modify proxy settings for [REDACTED]. CloudFlare published two blog posts about the incident. [REDACTED] said the blog posts could be found at [REDACTED]

b6  
b7C

[REDACTED] advised that Google's investigation found that the subjects may have compromised other Google Accounts, in addition to the [REDACTED] / CloudFlare accounts. In some cases, the subjects made unsuccessful recovery claims on Gmail accounts.

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It is requested that the following subfiles be opened and assigned to SA [REDACTED]

b6  
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GJ            Grand Jury Materials  
1AGJ        Grand Jury 1A Materials

In view of the above, it is requested that a new [REDACTED] matter be opened and assigned to SA [REDACTED]

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b6  
b7C

♦♦

UNCLASSIFIED

(Title)

b7E

(File No.)

b7E

Item	Date Filed	To be returned		Disposition
		Yes	No	
1A1				Report for [redacted] Digital - (Ref Serial 12)
1A2				Subscriber info & login history for [redacted] Digital (Ref Serial 14)
1A3				Subscriber info for [redacted] Digital (Ref Serial 17)
1A4				Subscriber info for [redacted] Digital (Ref Serial 18)
1A5				Subscriber info for [redacted] Digital (Ref Serial 19)
1A6				Subscriber info for [redacted] Digital (Ref Serial 20)
1A7				Subscriber info for [redacted] Digital (Ref Serial 21)
1A8				Subscriber info for [redacted] Digital (Ref Serial 22)
1A9		b3		Physical (Ref Serial 24)
1A10				Email from AUSA [redacted] Digital (Ref Serial 25)
1A11				2 CDs containing Google account compromised info Physical (Ref Serial 26)

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	Serial #	Summary	Record Type
1A1	12	(U// <del>FOUO</del> ) [redacted] Report For [redacted]	Digital
1A2	14	(U// <del>FOUO</del> ) Subscriber Information and Login History for [redacted]	Digital
1A3	17	(U// <del>FOUO</del> ) Subscriber information for [redacted]	Digital
1A4	18	(U// <del>FOUO</del> ) Subscriber information for [redacted]	Digital
1A5	19	(U// <del>FOUO</del> ) Subscriber Information for [redacted]	Digital
1A6	20	(U// <del>FOUO</del> ) Subscriber information for [redacted]	Digital
1A7	21	(U// <del>FOUO</del> ) Subscriber Information for [redacted]	Digital
1A8	22	(U// <del>FOUO</del> ) Subscriber Information for [redacted]	Digital
1A9	24	(U// <del>FOUO</del> ) Grand Jury Material	Digital and Physical
1A10	25	(U) Email from AUSA [redacted]	Digital
1A11	26	(U) 2 compact disks containing Google account compromised information.	Physical

b6  
b7C

1AC9

FD-340 (Rev. 4-11-03)

File Number

[Redacted]

b7E

Field Office Acquiring Evidence

San Francisco / PMO

Serial # of Originating Document

24

Date Received

2/7/2012

From

[Redacted]

Name of Contributor/Interviewee

b3

(Address)

(City and State)

By

SA [Redacted]

b6  
b7C

To Be Returned ☐ Yes

☐ No

Receipt Given ☐ Yes

☐ No

Grand Jury Material - Disseminate Only Pursuant to Rule 6 (e)  
Federal Rules of Criminal Procedure

☐ Yes

☐ No

Federal Taxpayer Information (FTI)

☐ Yes

☐ No

Title:

Reference:

(Communication Enclosing Material)

Disposition ☒ Original returned to [Redacted]

b3

1AC9

1ACU1)

FD-340 (Rev. 4-11-03)

b7E

File Number

Field Office Acquiring Evidence

SF

Serial # of Originating Document

Date Received 06/08/2012

From

Google, Inc

(Name of Contributor/Interviewee)

(Address)

(City and State)

By

SA

b6  
b7C

To Be Returned ☐ Yes

☒ No

Receipt Given ☐ Yes

☒ No

Grand Jury Material - Disseminate Only Pursuant to Rule 6 (e)  
Federal Rules of Criminal Procedure

☐ Yes

☒ No

Federal Taxpayer Information (FTI)

☐ Yes

☒ No

Title: UNSUB(S);

USNAZI;

GOOGLE INC - VICTIM

Reference:

(Communication Enclosing Material)

Description: ☐ Original notes re interview of

2 Compact Disks containing Google account  
compromise information

1ACU1)





U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to  
File No.



450 Golden Gate Avenue,  
San Francisco, California 94102  
(415) 553-7400

June 13, 2012

USA Melinda L. Haag  
United States Attorney  
Northern District of California  
450 Golden Gate Avenue  
San Francisco, California 94102

Attn: AUSA [REDACTED]  
San Jose United States Attorney's Office

UNSUB(S),  
UGNAZI;  
GOOGLE INC. - VICTIM,  
CLOUDFLARE - VICTIM,  
[REDACTED] - VICTIM;  
COMPUTER INTRUSION

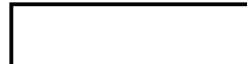
Dear USA Haag:

In June of 2012, the San Francisco Division received information from Google, Inc. regarding an investigation involving a group of individuals who compromised various Google Accounts, including accounts that belonging to the company CloudFlare and their [REDACTED] Google also stated that CloudFlare posted information regarding the compromise on their blog.

CASE PREDICATION

On approximately June 1, 2012, unknown individual(s) compromised the personal Google Account operated by [REDACTED] [REDACTED], which was listed as the secondary email on [REDACTED]'s Google Apps account [REDACTED]. The subjects used their access to the [REDACTED] account to obtain access to the [REDACTED] account, which was an administrator for cloudflare.com's Google Apps account.

Google informed the FBI that the subjects compromised the [REDACTED] account by initiating Google's account recovery procedures for the account. One of the account recovery options was to receive a voice call to a recovery telephone number that the user had previously associated with the account.



The voice call provides the user with a unique code that can be used to regain access to the account.

According to CloudFlare's blog post, the subjects instructed Google's system to send a voice call to the cell phone listed as the recovery number on the [REDACTED] account, [REDACTED] According to [REDACTED] on his blog, the voicemail associated with the [REDACTED] telephone number was compromised. [REDACTED] also mentioned that he received an incoming call on his cell phone from telephone number [REDACTED]. The Google records showed that telephone number [REDACTED] was associated with the subjects. Google advised that the subjects placed a call from [REDACTED] to [REDACTED]'s cell phone shortly before the incoming voice call from Google's account recovery system, thereby forcing the call from Google to the compromised voicemail box.

b6  
b7C

Google advised that once the subjects obtained access to the [REDACTED] account, the subjects attempted to lock [REDACTED] out of the account by changing the password, secondary email address, and SMS recovery telephone number on the account. The subjects and [REDACTED] fought for control of the account until Google staff disabled the account and provided access to the account back to [REDACTED].

b6  
b7C

While the subjects had access to the [REDACTED] account, they used that access to compromise the [REDACTED] account by requesting that a password reset link for [REDACTED] be sent to the secondary email [REDACTED]. Unlike the [REDACTED] account, the [REDACTED] account was configured to use Google's 2-step verification feature. However, a now-fixed flaw in the account recovery flow for Google Apps accounts allowed the subjects to bypass 2-step verification and compromise the [REDACTED] account.

b6  
b7C

Once the subjects had access to [REDACTED]'s Google Apps account, they used that access to compromise other CloudFlare Google Apps accounts, including [REDACTED]. According to CloudFlare, the subjects used their access to modify proxy settings for [REDACTED]. CloudFlare published two blog posts about the incident. Google stated the blog posts could be found at [REDACTED]

b6  
b7C

Google's investigative team also discovered that the subjects may have compromised other Google Accounts, in addition to the [REDACTED]/ CloudFlare accounts. In some cases, the subjects made unsuccessful recovery claims on Gmail accounts.

b6  
b7C

The San Francisco Division has opened a full investigation into this matter, which has been assigned to Special Agent (SA) [redacted]

b6  
b7c

Sincerely,

Stephanie Douglas  
Special Agent in Charge

By [redacted]

Supervisory Special Agent



U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to  
File No. [REDACTED]

450 Golden Gate Avenue  
San Francisco, California 94102  
(415) 553-7400

b7E

June 13, 2012

USA Melinda L. Haag  
United States Attorney  
Northern District of California  
450 Golden Gate Avenue  
San Francisco, California 94102

b6  
b7C

Attn: AUSA [REDACTED]  
San Jose United States Attorney's Office

UNSUB(S),  
UGNAZI;  
GOOGLE INC. - VICTIM,  
CLOUDFLARE - VICTIM,  
[REDACTED] - VICTIM;  
COMPUTER INTRUSION

b6  
b7C

Dear USA Haag:

Pursuant to the above captioned investigation, the Federal Bureau of Investigation (FBI) requests that the below listed individuals be placed on the Federal Grand Jury 6E list, in as much as they may require access to Grand Jury information during the course of the investigation:

b6  
b7C

[REDACTED] [REDACTED]  
b7E

b6  
b7C

Sincerely,

Stephanie Douglas  
Special Agent in Charge

b6  
b7C

Bv:

Supervisory Special Agent

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 06/15/2012

On June 14, 2012, Special Agent (SA) [REDACTED]  
served a Preservation Request on [REDACTED]  
[REDACTED]

b6  
b7C  
b7E

The Preservation Request requested all records and other  
evidence be preserved for 90 days [REDACTED]  
[REDACTED]

b6  
b7C  
b7E

A copy of the preservation request, facsimile cover page  
and facsimile verification report are attached and made a part of  
this document.

Investigation on 06/14/2012 at Campbell, California

File # [REDACTED] Date dictated not dictated

by SA [REDACTED] *[Signature]*

b7E

b6  
b7C



U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to  
File No.

450 Golden Gate Avenue  
San Francisco, CA 94102  
(415) 553-7400

June 14, 2012

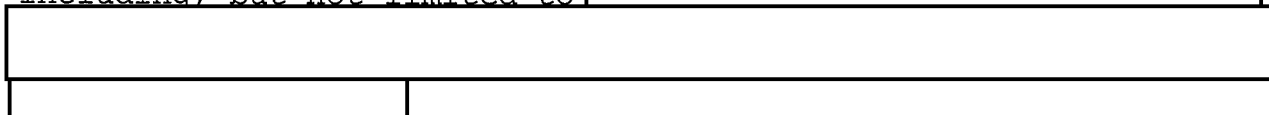


b7E

RE: Preservation Request

Dear Custodian of Records:

The Federal Bureau of Investigation (FBI) is requesting that [redacted] take all necessary steps to preserve for a period of ninety (90) days any and all records and other evidence, including, but not limited to [redacted]



b6  
b7C  
b7E

Title 18, U.S.C. §§ 2703(f) states the following:

(f) Requirement to preserve evidence -

(1) In general - A provider of wire or electronic communication services or a remote computing service, upon the request of a governmental entity, shall take all necessary steps to preserve records and other evidence in its possession pending the issuance of a court order or other process.

(2) Period of retention - Records referred to in paragraph (1) shall be retained for a period of 90 days, which shall be extended for an additional 90-day period upon a renewed request by the governmental entity.

The requested information relates to an ongoing, official criminal investigation. It is requested that you do not disclose the existence of the FBI's interest into this matter until you are notified that the investigation has been completed. Failure to comply with this request may subject you to criminal penalties, including, but not limited to, obstruction of justice

under Title 18 U.S.C. §§ 1503. As you are aware, disclosure could impede the investigation and interfere with the enforcement of law.

Should you have any questions or need additional information, please contact FBI Special Agent [redacted] at telephone number [redacted]

b6  
b7C

Sincerely,

Stephanie Douglas  
Special Agent in Charge

By [redacted]

Supervisory Special Agent

b6  
b7C



FEDERAL BUREAU OF INVESTIGATION  
FACSIMILE COVER SHEET

## PRECEDENCE

☐ Immediate☐ Priority☒ Routine

## CLASSIFICATION

☐ Top Secret☐ Secret☐ Confidential☐ Sensitive☒ Unclassified

## TO

Name of Office:

Facsimile Number:

Date:

06/14/2012

Attn:

Online Services Custodian of Records

Room:

Telephone Number:

## FROM

Name of Office:

FBI

Number of Pages: (including cover)

3

Originator's Name:

Originator's Telephone Number:

Originator's Facsimile Number:

SA

408-558-3977

Approved:

## DETAILS

Subject:

Preservation Request

Special Handling Instructions:

Please contact [redacted] for any questions at [redacted] or [redacted]

Brief Description of Communication Faxed:

## WARNING

Information attached to the cover sheet is U.S. Government Property. If you are not the intended recipient of this information disclosure, reproduction, distribution, or use of this information is prohibited (18.U.S.C. § 641). Please notify the originator or local FBI Office immediately to arrange for proper disposition.

TRANSMISSION VERIFICATION REPORT

TIME : 06/14/2012 16:26  
NAME : CYBER GRIM  
FAX : 4085583977  
TEL :  
SER.# : BROF0J169395

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

06/14 16:25  
00:00:33  
03  
OK  
STANDARD  
ECM

b7E

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 06/15/2012

On June 14, 2012, Special Agent (SA) [REDACTED]  
served a Preservation Request on [REDACTED]  
[REDACTED]

b6  
b7C  
b7E

The Preservation Request requested all records and other  
evidence be preserved for 90 days for [REDACTED]  
[REDACTED]

b6  
b7C  
b7E

A copy of the preservation request, facsimile cover page  
and facsimile verification report are attached and made a part of  
this document.

Investigation on 06/14/2012 at Campbell, California

File # [REDACTED] Date dictated not dictated

by SA [REDACTED] 

b7E

b6  
b7C



U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to  
File No.

450 Golden Gate Avenue  
San Francisco, CA 94102  
(415) 553-7400

June 14, 2012



b7E

RE: Preservation Request

Dear Custodian of Records:

The Federal Bureau of Investigation (FBI) is requesting that [redacted] take all necessary steps to preserve for a period of ninety (90) days any and all records and other evidence, including, but not limited to [redacted]

b7E



b6  
b7C  
b7E

Title 18, U.S.C. §§ 2703(f) states the following:

(f) Requirement to preserve evidence -

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(2) Period of retention - Records referred to in paragraph (1) shall be retained for a period of 90 days, which shall be extended for an additional 90-day period upon a renewed request by the governmental entity.

The requested information relates to an ongoing, official criminal investigation. It is requested that you do not disclose the existence of the FBI's interest into this matter until you are notified that the investigation has been completed. Failure to comply with this request may subject you to criminal penalties, including, but not limited to, obstruction of justice under Title 18 U.S.C. §§ 1503. As you are aware, disclosure could impede the investigation and interfere with the enforcement of law.

Should you have any questions or need additional information, please contact FBI Special Agent [redacted] at telephone number [redacted]

b6  
b7C

Sincerely,

Stephanie Douglas  
Special Agent in Charge

By [redacted]

[redacted]  
Supervisory Special Agent

b6  
b7C

FEDERAL BUREAU OF INVESTIGATION  
FACSIMILE COVER SHEET

## PRECEDENCE

☐ Immediate☐ Priority☒ Routine

## CLASSIFICATION

☐ Top Secret☐ Secret☐ Confidential☐ Sensitive☒ Unclassified

## TO

Name of Office:

Facsimile Number:

Date:

06/14/2012

Attn:

Compliance Team

Room:

Telephone Number:

## FROM

Name of Office:

FBI

Number of Pages: (including cover)

3

Originator's Name:

Originator's Telephone Number:

Originator's Facsimile Number:

SA [REDACTED]

408-558-3977

Approved:

## DETAILS

Subject:

Preservation Request

Special Handling Instructions:

Please contact [REDACTED] for any questions at [REDACTED] or [REDACTED]

Brief Description of Communication Faxed:

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TRANSMISSION VERIFICATION REPORT

TIME : 06/14/2012 16:25  
NAME : CYBER CRIM  
FAX : 4085583977  
TEL :  
SER.# : BROF0J169395

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

06/14 16:23  
00:01:22  
03  
OK  
STANDARD

b7E

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 06/15/2012

On June 14, 2012, Special Agent (SA) [REDACTED]  
served a Preservation Request on [REDACTED]  
[REDACTED]

b6  
b7C  
b7E

The Preservation Request requested all records and other  
evidence be preserved for 90 days for [REDACTED]  
[REDACTED]

b6  
b7C  
b7E

A copy of the preservation request, facsimile cover page  
and facsimile verification report are attached and made a part of  
this document.

Investigation on 06/14/2012 at Campbell, California

File # [REDACTED] Date dictated not dictated

b7E

by SA [REDACTED] *AM*

b6  
b7C





U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to  
File No.

450 Golden Gate Avenue  
San Francisco, CA 94102  
(415) 553-7400

June 14, 2012

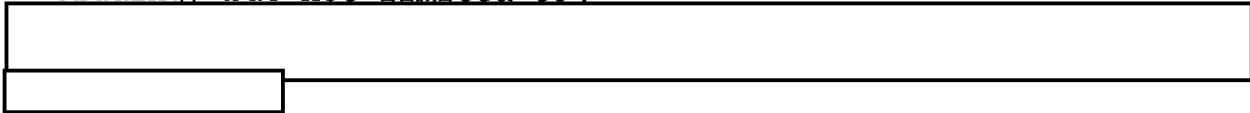


b7E

RE: Preservation Request

Dear Custodian of Records:

The Federal Bureau of Investigation (FBI) is requesting that [redacted] take all necessary steps to preserve for a period of ninety (90) days any and all records and other evidence, including, but not limited to [redacted]



b6  
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Title 18, U.S.C. §§ 2703(f) states the following:

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The requested information relates to an ongoing, official criminal investigation. It is requested that you do not disclose the existence of the FBI's interest into this matter until you are notified that the investigation has been completed. Failure to comply with this request may subject you to criminal penalties, including, but not limited to, obstruction of justice under Title 18 U.S.C. §§ 1503. As you are aware, disclosure could impede the investigation and interfere with the enforcement of law.

Should you have any questions or need additional information, please contact FBI Special Agent [redacted] at telephone number [redacted]

b6  
b7C

Sincerely,

Stephanie Douglas  
Special Agent in Charge

By

[redacted]  
Supervisory Special Agent

b6  
b7C

FEDERAL BUREAU OF INVESTIGATION  
FACSIMILE COVER SHEET

## PRECEDENCE

☐ Immediate☐ Priority☒ Routine

## CLASSIFICATION

☐ Top Secret☐ Secret☐ Confidential☐ Sensitive☒ Unclassified

## TO

Name of Office:

Facsimile Number:

Date:

06/14/2012

Attn:

Room:

Telephone Number:

Custodian of Records

## FROM

Name of Office:

FBI

Number of Pages: (including cover)

3

Originator's Name:

Originator's Telephone Number:

Originator's Facsimile Number:

SA

408-558-3977

Approved:

## DETAILS

Subject:

Preservation Request

Special Handling Instructions:

Please contact [ ] for any questions at [ ] or [ ]

Brief Description of Communication Faxed:

## WARNING

Information attached to the cover sheet is U.S. Government Property. If you are not the intended recipient of this information disclosure, reproduction, distribution, or use of this information is prohibited (18.U.S.C. § 641). Please notify the originator or local FBI Office immediately to arrange for proper disposition.

TRANSMISSION VERIFICATION REPORT

TIME : 06/14/2012 16:23  
NAME : CYBER CRIM  
FAX : 4085583977  
TEL :  
SER.# : BROF0J169395

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

06/14 16:22

00:00:41  
03  
OK  
STANDARD  
ECM

b7E

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 06/15/2012

On June 14, 2012, Special Agent (SA) [REDACTED]  
served a Preservation Request on [REDACTED]  
[REDACTED]

b6  
b7C  
b7E

The Preservation Request requested all records and other  
evidence be preserved for 90 days for [REDACTED]  
[REDACTED]

b6  
b7C  
b7E

Investigation on 06/14/2012 at Campbell, California

File # [REDACTED] Date dictated not dictated

by SA [REDACTED]

b7E

b6  
b7C

b7E

Continuation of FD-302 of \_\_\_\_\_, On 06/14/2012, Page 2

b6  
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A copy of the preservation request, facsimile cover page and facsimile verification report are attached and made a part of this document.



U.S. Department of Justice  
Federal Bureau of Investigation

In Reply, Please Refer to  
File No.

450 Golden Gate Ave.  
San Francisco, CA 94102  
(415) 553-7400  
June 14, 2012



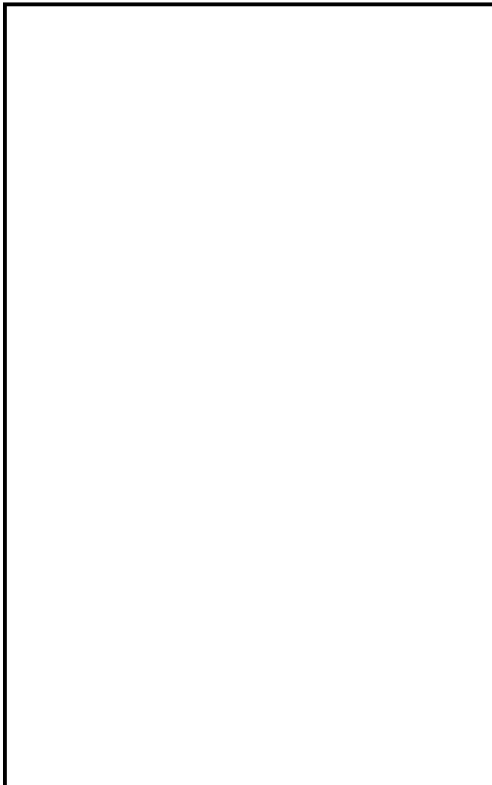
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Attention: Custodian of Records

Re: Preservation request

Dear Legal Compliance Department:

Pursuant to Title 18, United States Code, Section 2703(f) you are hereby directed to take all steps necessary to preserve all records and other evidence in the possession of [redacted] for the following:



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[Redacted]

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Such records and evidence include, but are not limited to, [Redacted]

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[Redacted]

This request is made in anticipation of an appropriate Order requiring the production of all information (including content) pursuant to the Electronic Communication Transactional Records Act, 18 U.S.C. § 2701, et seq. Under Section 2703(f), you are required to preserve these items for a period of 90 days. This period is subject to renewal.

Please be advised that your failure to comply with this request may subject you to criminal penalties, including, but not limited to, obstruction of justice under 18 U.S.C. § 1503, et seq.

Because this request is being made pursuant to an official criminal investigation, you are requested not to disclose this request, or its contents to anyone.

If you have any questions or need additional information, please contact Special Agent [Redacted] at telephone number [Redacted] or fax number (408)558-3977.

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Sincerely,

Stephanie Douglas  
Special Agent in Charge

[Redacted]

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By: [Redacted]  
Supervisory Special Agent



FEDERAL BUREAU OF INVESTIGATION  
FACSIMILE COVER SHEET

## PRECEDENCE

☐ Immediate☐ Priority☒ Routine

## CLASSIFICATION

☐ Top Secret☐ Secret☐ Confidential☐ Sensitive☒ Unclassified

## TO

Name of Office:

Facsimile Number:

Date:

06/14/2012

Attn:

Room:

Telephone Number:

Custodian of Records

## FROM

Name of Office:

FBI

Number of Pages: (including cover)

4

Originator's Name:

Originator's Telephone Number:

Originator's Facsimile Number:

SA

408-558-3977

Approved:

## DETAILS

Subject:

Preservation Request

Special Handling Instructions:

Please contact [redacted] for any questions at [redacted] or [redacted]

Brief Description of Communication Faxed:

## WARNING

Information attached to the cover sheet is U.S. Government Property. If you are not the intended recipient of this information disclosure, reproduction, distribution, or use of this information is prohibited (18.U.S.C. § 641). Please notify the originator or local FBI Office immediately to arrange for proper disposition.

TRANSMISSION VERIFICATION REPORT

TIME : 06/14/2012 16:21  
NAME : CYBER CRIM  
FAX : 4085583977  
TEL :  
SER.# : BROF0J169395

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

06/14 16:20  
[REDACTED]  
00:01:07  
04  
OK  
STANDARD

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- 1 -

## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 06/18/2012

On June 11, 2012, Federal Bureau of Investigation (FBI) Staff Operations Specialist (SOS) [redacted] conducted open source searches and reviewed subscriber information provide by Google on the following email accounts: [redacted]

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b7CInvestigation on 06/18/2012 at Campbell, CaliforniaFile # [redacted] Date dictated \_\_\_\_\_by SOS [redacted]

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This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

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Continuation of FD-302 of \_\_\_\_\_, On 06/18/2012, Page 2b6  
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Account \_\_\_\_\_ is subscribed to \_\_\_\_\_

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\_\_\_\_\_ is the subscriber to \_\_\_\_\_

\_\_\_\_\_ email account, \_\_\_\_\_

Account \_\_\_\_\_ is subscribed to \_\_\_\_\_

\_\_\_\_\_ The secondary email address listed on all three accounts, \_\_\_\_\_ belongs to \_\_\_\_\_ Open source searches confirmed both \_\_\_\_\_'s Twitter accounts were compromised on June 3, 2012 by UNDERGROUND NAZI HACKTIVIST GROUP (UGNAZI). UGNAZI tweeted telephone number \_\_\_\_\_ to \_\_\_\_\_'s followers. In addition, UGNAZI changed the SMS telephone number on \_\_\_\_\_'s email account to \_\_\_\_\_ ACS searches were negative concerning accounts \_\_\_\_\_

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[Redacted]

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Continuation of FD-302 of \_\_\_\_\_, On 06/18/2012, Page 3

[Redacted]

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Account [Redacted] and [Redacted]  
[Redacted] belong to [Redacted] (PROTECT IDENTITY),  
date of birth [Redacted] social security number [Redacted]

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[Redacted]

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[Redacted]

[Redacted]

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Continuation of FD-302 of \_\_\_\_\_, On 06/18/2012, Page 4

[Redacted]

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Information could not be located for account

[Redacted] however, [Redacted] and SMS  
number [Redacted] was identified as belonging to account  
[Redacted] ACS searches were negative concerning  
[Redacted]

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[Redacted]

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Account [Redacted] is associated with [Redacted]  
[Redacted] account [Redacted] No other information could be  
located on [Redacted] or [Redacted]. ACS searches were  
negative.

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[Redacted]

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[Redacted]

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Continuation of FD-302 of \_\_\_\_\_, On 06/18/2012, Page 5

[Redacted]

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No open source information could be located for account  
[Redacted] ACS searches were negative.

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[REDACTED] IF) (FBI)

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From: [REDACTED] (F) (FBI)  
Sent: Wednesday, June 27, 2012 9:52 AM  
To: [REDACTED] (F) (FBI)  
Cc: [REDACTED] (F) (FBI)  
Subject: IC3 complaint on UGNazi and email address [REDACTED]@gmail.com

Classification: UNCLASSIFIED  
=====

RECORD: [REDACTED]

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On 06/27/2012, MPA [REDACTED] forwarded the attached complaint to SA [REDACTED] with the New York field office and SA [REDACTED] and SA [REDACTED] with the San Francisco field office.  
The complaint is on the Anonymous splinter group UGNazi and email address [REDACTED]@gmail.com.

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The complaint was filed with the IC3 on 06/26/2012 by [REDACTED] of [REDACTED] telephone number [REDACTED] and email address [REDACTED]@gmail.com. [REDACTED] reported that his gmail account was compromised on 05/12/2012 and the subjects used it to take over 23 domains he owns. He reported the subjects' domain as ugnazi.com and email address as [REDACTED]@gmail.com.

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[REDACTED] reported he was able to recover 17 of the domains. One of the domains he was not able to recover was [REDACTED] which he has owned for the last 10 years and has received numerous five figure offers for. Therefore, he reported he lost \$50,000. [REDACTED] stated the subjects transferred his domain from GoDaddy to Internet.bs. He stated he and GoDaddy have repeatedly attempted to contact Internet.bs, but they refuse to investigate. [REDACTED] believes Internet.bs is involved with the subjects.

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[REDACTED] believes the subjects are targeting high value domains since they went after his [REDACTED] domain and they purportedly hijacked [REDACTED] from another victim.

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A search of ACS on [REDACTED]@gmail.com found that this email address was mentioned in San Francisco's case [REDACTED] which was opened on 06/12/2012. Their case is on UGNazi, and the victims are [REDACTED]. On 06/14/2012, San Francisco served a preservation letter to [REDACTED] on [REDACTED] along with [REDACTED] and many others. The case file also mentioned [REDACTED]'s gmail account. The IC3 received a complaint on 6/4/12 from [REDACTED] reported that [REDACTED]'s twitter and gmail accounts were hacked by [REDACTED] along with [REDACTED]'s website [REDACTED]. The complaint was previously forwarded to New York and Los Angeles. San Francisco was offered the complaint was available upon request.

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New York also has an open case on UGNazi, [REDACTED]


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[REDACTED]

Recipients were requested to advise to writer if the information is utilized in their case.



IC3 Automatch number 120402-224175.

  
Management & Program Analyst  
Cyber Division  
Internet Crime Complaint Center (IC3)

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